# Week 10 part2

Thursday, May 21, 2015 12:01 PM

***Non-verbal communications***

- Nonverbal communication is defined as: *"the transfer of information by means other than words"* (e.g., gaze, facial expression, posture, touch).
- Anything other than words, could include your voice (if high pitch or low pitch) and also things like posture and cloth
- Happen with or without your permission and it doesn't have to be accurate
- Roughly 60-65% of information and meaning is communicated non-verbally.

**Nonverbal v/ verbal channels**

- The role of nonverbal cues becomes greater when people are making judgements of a person's leadership ability
- Reliance on nonverbal channels is greater when the verbal and nonverbal channels conflict
- e.g. when girlfriend s angry, you ask her if she is angry and she yells back NOOOO!!!
- Children place greater reliance on verbal cues than adults do
- Sarcasm is saying something positive but meaning something negative
- Good nature teasing is saying something negative but meaning something positive
- Words are more important for communicating facts, whereas nonverbals are more important for judging emotions, attitudes, and interpersonal information

**Emblems**

- *Emblems*: Gestures that replace or stand in for spoken language
- Emblems can be used to:
- Insult others ("you're an idiot")
- Give directions (e.g., "come here")
- Greeting others ("hi")
- Signalling departure ("bye")
- Replying to questions ("yes" or "no")
- Other emblems communicate more subtle and complex information.

**Illustrators**

- *Illustrators*: Nonverbals that help complement or clarify the meaning of the words.
- Hand gestures alone can help amplify, clarify or reinforce the spoken message.
- What gestures might you use to communicate that you're feeling particularly passionate about a topic?
- People often find it hard to organize their thinking when they're prevented from making hand gestures.

FACIAL EXPRESSIONS & EMOTION

- Emotion is often communicated through facial expression – these expressions are deeply ingrained and sometimes difficult to inhibit.
- We are showing people we are happy by smiling

- It tends to be the eyes that tells you

➢ There are six basic emotions - happiness, surprise, sadness, fear, disgust, and anger – from which more complex or blended emotions are derived.

**Theories of emotional expression**

1) **Universalists** (e.g., Darwin)

➢ Universalists argue that emotional expressions are innate, and that these expressions developed through evolution because they were biologically adaptive.

• Our brains are hardwired to do this

➢ Evidence for universalist theory

• emotional expressions are very consistent across Western, Eastern, and pre-literate cultures (e.g., PNG tribespeople).

• New-born babies display distress, disgust, and interest much like adults. Before 6 months, they express happiness, surprise & fear.

- Blind and deaf children encode emotional expressions similarly to other children.

• Some emotional expressions resemble those of other species (e.g. anger).

2) **Neurocultural theory** (e.g., Ekman)

➢ Assumes that emotional expressions are innately "pre-wired" into the brain, but through experience people learn culture-specific rules for their display ("display rules").

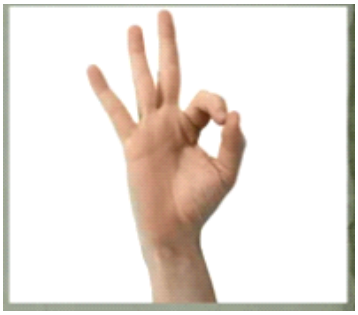
• Japanese, for example, have culturally ingrained display rules prohibiting the public display of anger and disgust.

**Cross-cultural differences**

➢ When cultures have different rules about what nonverbal behaviour means, there is the potential for misunderstanding and offence.

***Emblems***

- Some emblems have very different meanings in different cultures (e.g., President Nixon debacle in central America, when it means something bad there ).



**Eye contact**

- In many Anglo cultures, people are socialized to gaze in the direction of the speaker's face … this shows interest. In contrast, African, African-American, and Aboriginal Australian listeners are taught to avoid eye contact, especially with a person of a higher status. This can cause misunderstandings, particularly in legal and educational contexts.

- Arab men tend to engage in a relatively high amount of eye contact.

**Posture**

- Arab men have a more direct body orientation than do Americans, who have a more direct body orientation than Indonesians.

**Vocal features**

- For Arab men, loudness indicates strength and sincerity while softness indicates weakness and deviousness. Britons and Europeans use softer speech than Americans.
- In America, Whites and Blacks have different rules for indicating that they're interested. Whites tend to nod, make eye contact, and vocalise ("uh-huh"). Blacks typically only do one of these … they're less likely to vocalise their encouragement.

**Deception**

- Deception is a prevalent (and adaptive) element of communication. It can be used for a number of reasons, ranging from altruistic to exploitative.
- How can we tell whether somebody is lying?

- There are a number of stereotypes that we have about what indicates lying, only some of which are backed up by research.

## *How do liars behave?*

| *Stereotype* |
| --- |
| Pupil dilation |
| Higher blink rate |
| More speech errors |
| More hesitations |
| Higher pitch |
| More smiling |
| Longer latencies |
| More shrugs |
| More head and body movement |
| Longer statements |
| Faster speech |

## *How do liars behave?*

| *Stereotype* | *Reality* |
|---|---|
| Pupil dilation | True |
| Higher blink rate | True |
| More speech errors | True |
| More hesitations | True |
| Higher pitch | True |
| More smiling | False |
| Longer latencies | False |
| More shrugs | False |
| More head and body movement | False |
| Longer statements | False |
| Faster speech | False |

**Accuracy in detecting deception**

- The adherence to stereotypical (but incorrect) assumptions about how liars behave inhibits people's success rates.
- But … the vocal channel is more revealing than the visual channel. When people are exposed only to a speaker's voice, they're more accurate at detecting deception than when they're looking at the speaker's face.
- This might be because the voice is less easily controlled than the face.
- Ekman, however, claims that there are visual cues that are difficult for people to control, and can be used to detect liars (micro-expressions).